

CUSTOMER SATISFACTION SURVEY

SCIENCE SUPPORT PARTNERSHIP PROGRAM

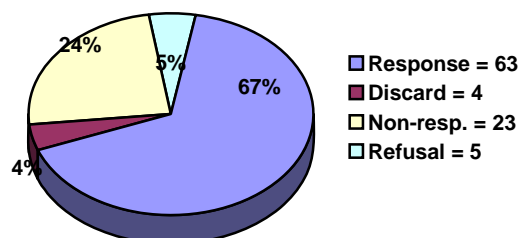
Sample = All SSP projects completed in last 2 years

Response rate = 69% (63 of 91)

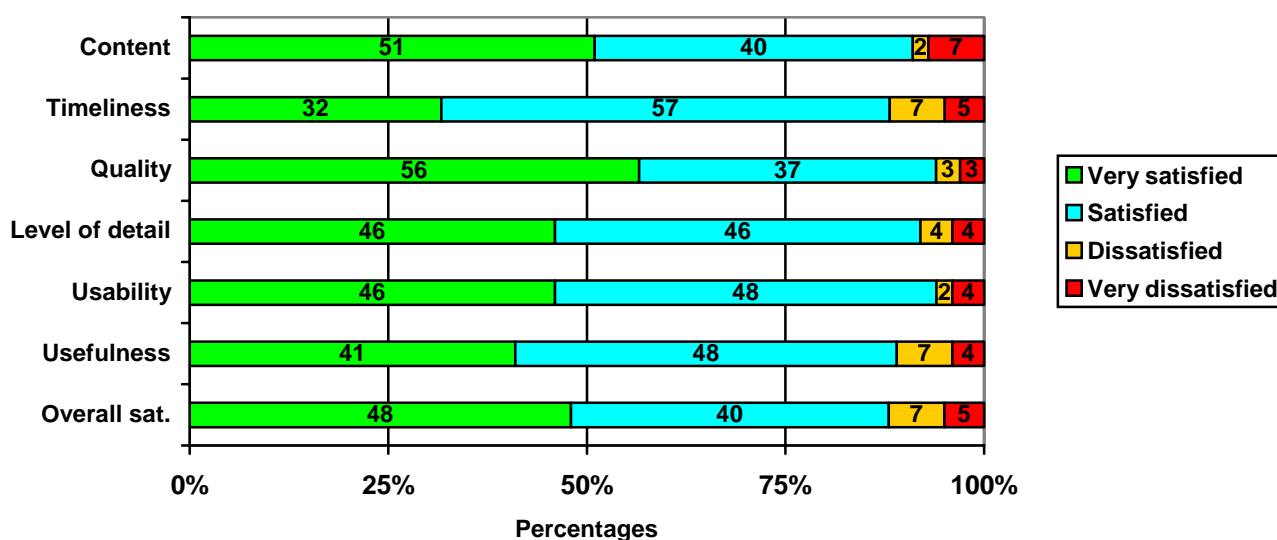
Discard rate = 5% (5 of 96)

Non-response bias is not serious

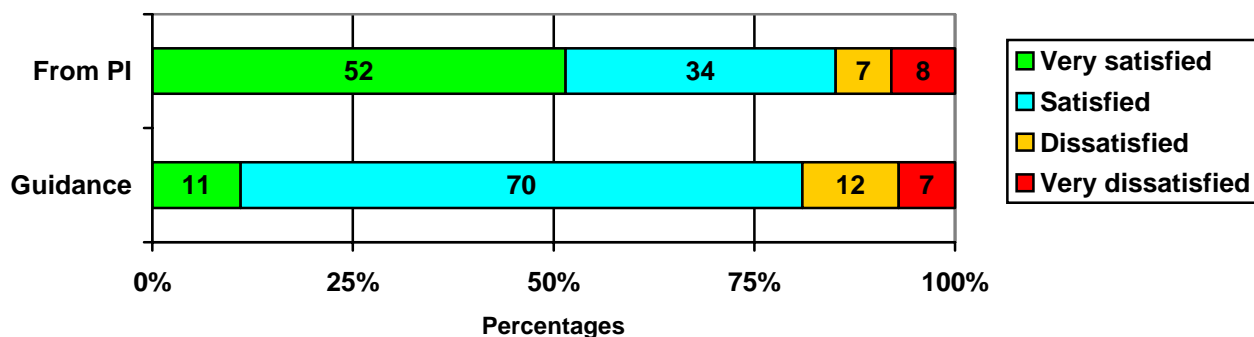
Survey conducted in March/April 2006



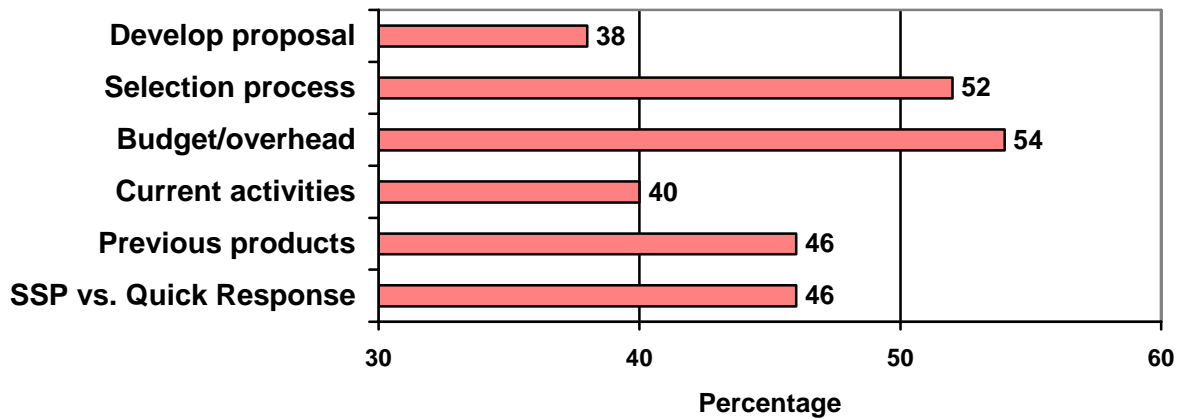
Satisfaction with SSP Products



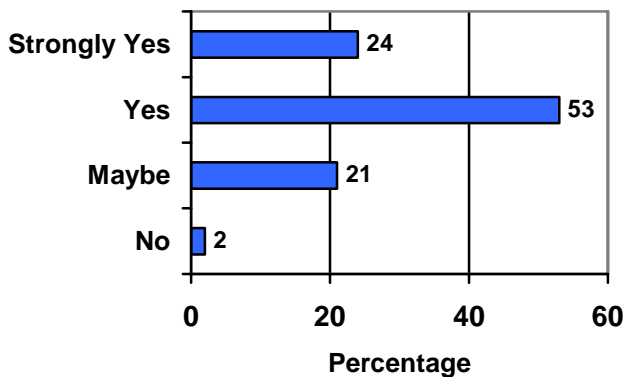
Satisfaction with Communication



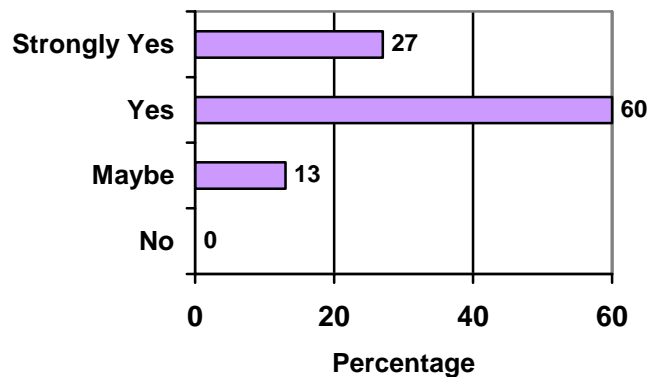
More Info Desired



Is SSP an effective program?



Would you recommend SSP?



Thank you very much for all the FWS staff who took the time to respond to this survey. The rate of overall satisfaction speaks to a largely effective partnership. As one may expect in a program with so many participants and variables, the Science Support Partnership is not without some flaws. Through this survey we were able to identify points for improvement and develop plans to remedy them as best we can. Some of the issues raised are discussed below. Others will be addressed in due course through the SSP website or refinements to the program processes. A full copy of the survey report and additional SSP information may be found at the program web page (<http://biology.usgs.gov/wtrp/ssp/index.html>).

USGS Expertise: A number of respondents asked for better access to information on the scientific expertise of individual scientists. They feel that this would be useful when

attempting to locate potential principle investigators. Previous guidance from USGS has asked that you contact the national SSP office when PI suggestions are needed. We typically receive a few inquiries for this each year. However based on survey responses additional options are clearly desired by FWS staff.

Suggestions included by respondents include maintaining a list of all USGS/BRD researchers and their areas of expertise. We employ nearly 500 researchers along with numerous scientists in non-research positions. Maintaining a database of all these individuals would be very difficult and time consuming.

Solution: A page on the SSP web site will be developed to 1. explain how USGS is organized, 2. give multiple options for locating appropriate PIs. All potential PIs will not be listed, but a thematic list of research managers will be included.

Completed Activities and Products: Multiple respondents asked for information related to work previously supported by SSP. The current SSP web site only includes activities funded in FY2005 and FY2006. Products are not currently available via the SSP web site, although we are working to collect them and make them available via the Fish and Wildlife Service Information Needs (FWIN) database (<https://sds.fws.gov/sep/jsp/index>).

Solution: A list of all activities funded since the program's inception in 2001 will be added to the SSP web site. A link to the FWIN site will also be added. FWS staff should already have access to the FWIN. USGS personnel may request access to the site. For questions about the FWIN, or to request access to it, please contact Mike Brewer (Mike_Brewer@fws.gov, 303 275-2302) or Jaya Ravi (Jaya_Ravi@fws.gov, 303 275-2419).

Feedback on SSP: Some respondents requested an avenue for providing feedback outside of this survey.

Solution: Feedback is more than welcome by FWS and USGS, whether it is regarding SSP in general or an individual project. Steve Hilburger, the national coordinator for USGS, is always interested in receiving feedback from either agency. Unfortunately, Terry Sexson, the national coordinator for FWS, has retired as of June 30, 2006. Until his replacement is named, if you wish to provide feedback to FWS, please contact the appropriate FWS Regional Research Coordinator. Additionally, an invitation to provide feedback will be added to the SSP web site.

In the initial phases of SSP, a completion form was developed to allow for feedback at the time of project completion. For various reasons, this form was never implemented

consistently. USGS would like to make better use of this form in the coming year in order to allow for more feedback and more accountability of product delivery.

Comments that are difficult to address: Some open ended responses reflected a level of dissatisfaction by individuals, yet they are difficult to address due to their nature. For example:

- The product received was basically unusable for a science reference or for management purposes
- The final report was un-useable and will have to be redone.
- We still need to get a written documentation of USGS survey results. Please push the principal Investigator to complete the report.
- The study products will be useful, however I have had to hire another contractor to add the details to the contract that I needed. This was an additional expense and time commitment that was unplanned for when I initiated the project with USGS. Since this experience, I will definitely think twice before entering into another SSP/QRP project.
- As far as I am concerned, it is not working.

Solutions: USGS would like to follow up on these comments, but we are unable to as the survey did not identify respondents with responses. If these POs (or any others) would like to share more specific feedback please contact Steve Hilburger (shilburger@usgs.gov, 703-648-4036).

SSP versus QRP: Many respondents expressed a desire more information on the distinctions between the Science Support Partnership and Quick Response Programs.

Solution: These two programs are very similar in function, although administered by different USGS offices. Due to their similarities, FWS issues RFPs for both programs concurrently. While this makes sense for those reviewing the proposals, it causes some confusion among those submitting proposals and/or receiving funding. USGS plans to add Quick Response Program information to the SSP web site, allowing one-stop shopping for these related programs. We may also eventually include information on other partner-based programs, such as NPS Natural Resources Partnership Program (NRPP) and Park Oriented Biological Support (POBS).

Proposal Guidance and Selection Process: A number of respondents identified a need for more guidance and information regarding the selection process and administrative requirements. For example, comments were made regarding:

1. how priorities for funding are established and advertised by FWS Regional Offices;

